Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

PRV – Enrollment Return to Sender Mail

Purpose:
The purpose of this procedure is to process returned provider mail

Identification of Roles:
Primary Role - The below procedure will be performed by the Provider Enrollment Team.
Secondary Role – Supervisors and Team Leads will be cross-trained in this function.

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Returned to Sender mail is received in the enrollment department in box each day

Step 2: Verify provider number
   a. Open the Medicaid Management Information System (MMIS) file 9 (Provider master file)
   b. Inquire by name on envelope
   c. Match exactly by name and address on envelope to a 'correspondence' address on PF3
   d. Write on the envelope the provider number

Step 3: Determine if the provider number is an active group number
   a. To determine a group provider check on PF1 screen under TYPE-PRAC: 09=Group.
   b. If it is an active group number, no action needed
   c. If not a group number, go to Step 4

Step 4: Determine if the Returned mail is an active MediPASS provider
   a. Hit PF3 and check for MediPASS='Y".
   b. If no or blank move to next step
   c. If "Y" do not term send e-mail to MediPASS representative
   d. When email is returned move to next step

Step 5: Terminate provider in MMIS and ISIS
   a. In MMIS provider master file enter action code of "G" use current date as the termination
   b. If provider type is 99 enter termination dates in ISIS

Step 6: Scan into OnBase

    a. Send the envelope to be scanned into OnBase by attaching the form- Request for Imaging.

    b. Add to the top of the form (Returned to Sender (RTS) Mail Enrollment)

    c. Attach the envelope to the completed form and place in out box

    d. The envelope will appear in OnBase in the PRV 03 RTS mail queue

Step 7: Completing the envelope in OnBase PRV 03 RTS mail queue

    a. Click on the document and select user task 'Enter Keywords"- enter the provider number that is written on the envelope

    b. Open MMIS file 9 and verify the provider number was updated correctly

    c. If correct select user task 'complete'- document will move to complete, if not correct make corrections and move to complete

Forms/Reports:

Welcome Letter

RFP References:

N/A

Interfaces:

OnBase
MMIS

Attachments:

Process Map

Iowa Department of Human Services
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Attachment A:

RETURN TO SENDER
Enrollment Specialists

RTS mail received.
1

Verification of provider.
2

Determine if provider is MediPASS
4

Active Group?
3

No action needed

Scan into OnBase
6

Complete in OnBase
7